

REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1-28 are pending in the prior application.

Rejections Under 35 U.S.C. §112

Claims 1, 5, 6, 12, 14, 25 and 27 have been rejected under 35 U.S.C. §112, second paragraph, as being indefinite. In particular, the Examiner asserts with regard to claims 1, 6, 14 27 that "It is unclear how the cumulative record is identified" (Office Action of 6/21/06, page 3). In response, claims 1, 6, 14 and 27 have been amended to make clear that the identification is based upon information within the interaction record.

The Examiner asserts with regard to claim 5 that "It is unclear how the key is constructed" (Office Action of 6/21/06, page 3). In response claim 5 has been amended to clarify that the key need only be provided.

The Examiner asserts with regard to claims 12 and 25 that the word "data" should be "date." Claims 12 and 25 have been amended accordingly.

As such, claims 1, 5, 6, 12, 14, 25 and 27 have been amended to obviate any indefiniteness. Since the indefiniteness has been obviated, the rejections are improper and should be withdrawn.

Rejections Under 35 U.S.C. §103(a)

Claims 1-4 and 6-28 have been rejected under 35 U.S.C.

\$102(e) as being anticipated by U.S. Pat. No. 6,623,049 to Kuhn. The applicant respectfully traverses these rejections.

Independent claim 1 is now limited to "the cumulative record containing a plurality of modifiable entries associated with different data types." Support for the further limitation may be found in the list of data types shown on pages 20-21 of the specification and in the call segment type identifier shown on page 21. Independent claims 14, 26 and 27 contain similar limitations.

It may be noted next that Kuhn fails to provide any teaching of "a plurality of modifiable entries associated with different data types." At best, Kuhn has a single modifiable data entry "K" used to count the number of calls to an agent. The recording of calls under Kuhn would not involve a modifiable entry because a recording would not be modifiable. Further, even the strained interpretation that a number of Kuhn agents would involve a plurality of modifiable entries "K" does not meet the claim limitation because modifiable entries "K" would not involve different data types.

As such, Kuhn does not do the same or any similar thing as that of the claimed invention. Since Kuhn does not do the same or any similar thing as that of the claimed invention, the rejections are now improper and should be withdrawn.

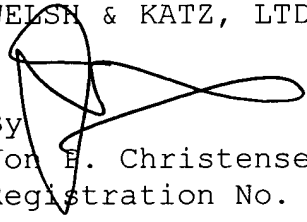
Closing Remarks

Allowance of claims 1-28, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the

subject application, he is respectfully requested to telephone applicant's undersigned attorney.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,
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